

Providing Exceptional Service: "*What if it were Family?*"

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Sioux Falls, SD**

What if it were your family needing help? Why would you offer them a different level of service or "go the extra mile" for them and yet the average caller or responder may experience a different level of service? Is it possible to use terms that you would use with a family member when you are dealing with an "everyday call for service"? How can we make simple but substantial changes in our wording, mindset and thought processes to drastically improve our level of service?

The idea of "what if it were family" will be a thread throughout this information filled class that will change the "mindset" of many of your staff members and validate the commitment and service that many of your team members already embrace. This class will demonstrate and reinforce the ideals of core values within any agency. It will show the benefits of honor, respect, integrity, service and safety. If you have employees saying things like "I can't help you without an address" or "that's not a good address" or "that's not a 9-1-1 problem" without actually listening to the caller for other clues, this is the perfect class to attend. If you have staff members that don't realize their essential role or their "piece of the public safety puzzle" this is the course to attend! If it's just time for a new look at customer satisfaction and "upping your game", this is the class for you! This class is much more than a customer service class. It is a game changing class that brings students to a realization that some of our call taking tactics or co-worker interactions "go wrong" with one phrase or the use of a negatively perceived voice inflection. Breaking some simple bad habits can go a long way to instantly see better service and improved quality assurance scores. This class is perfect for any call taker, dispatcher, trainer or supervisor. The class will examine strategies for information gathering, calming techniques and "connecting emotionally" with callers. The class will discuss our various customers and how we can meet or exceed their expectations. We will also discuss the theory of our internal co-workers (fellow dispatchers) and how providing internal service is essential. This class will go into a variety of call types and give students specific phrases and tools that they can use immediately upon returning to work. The class will cover additional "hot topics" such as communicating with agitated subjects, speaking with the mentally ill and creative, yet professional information gathering tools.

This 8 hour course taught by Public Safety Training Consultants is funded by Law Enforcement Training and hosted by Metro Communications. **For further information or to register for the course, contact Anna Flogstad at (605)978-5585. Please submit the one-page advanced training application directly to Metro Communications.**